Claims

1. A method of compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents, such method comprising the steps of:

opening a transaction file for saving information about Internet exchanges between an agent of the plurality of agents and a client of the plurality of clients;

measuring indicia of activity for the Internet exchanges between the agent and client;

adding the measured indicia of activity to the transaction file; and

compiling a report based upon the transaction file.

2. The method of compiling performance reports as in claim 1 wherein the step of opening the transaction file further comprises detecting an initial contact between the agent and the client.

3. The method of compiling performance reports as in claim 2 wherein the step of detecting the initial contact between the agent and the client further comprises searching a prior contact list of the agent to identify prior contacts involving the client.

4. The method of compiling performance reports as in claim 1 wherein the step of measuring the indicia of activity further comprises counting a number of exchanges between the agent and the client.

5. The method of compiling performance reports as in claim 4 wherein the exchanges further comprise e-mail.

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6. The method of compiling performance reports as in claim 4 wherein the exchanges further comprise instant messaging.

7. The method of compiling performance reports as in claim 4 wherein the exchanges further comprise chat sessions.

8. The method of compiling performance reports as in claim 1 further comprising segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients.

9. The method of compiling performance reports as in claim 8 wherein the step of segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients further comprises correlating an identifier of the agent and client with the transaction file.

10. The method of compiling performance reports as in claim 9 wherein the step of correlating an identifier of the agent and client with the transaction file further comprises matching e-mail addresses of the agent and client to e-mail addresses within the transaction file.

11. The method of compiling performance reports as in claim 1 further comprising segregating exchanges between

the agent and client from other exchanges between the agent agent and the client.

12. The method of compiling performance reports as in claim 11 wherein the step of segregating exchanges between the agent and client from other exchanges between the agent and client further comprises correlating a subject matter identifier field of the exchanges with a subject matter identifier of the transaction file.

13. An apparatus for compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents, such apparatus comprising:

means for opening a transaction file for saving information about Internet exchanges between an agent of the plurality of agents and a client of the plurality of clients;

means for measuring indicia of activity for the Internet exchanges between the agent and client;

means for adding the measured indicia of activity to the transaction file; and

means for compiling a report based upon the transaction file.

14. The apparatus for compiling performance reports as in claim 13 wherein the means for opening the transaction file further comprises means for detecting an initial contact between the agent and the client.

15. The apparatus for compiling performance reports as in claim 14 wherein the means for detecting the initial

contact between the agent and the client further comprises
means for searching a prior contact list of the agent to
identify prior contacts involving the client.

16. The apparatus for compiling performance reports as in
claim 13 wherein the means for measuring the indicia of
activity further comprises means for counting a number of
exchanges between the agent and the client.

17. The apparatus for compiling performance reports as in
claim 16 wherein the exchanges further comprise e-mail.

18. The apparatus for compiling performance reports as in
claim 16 wherein the exchanges further comprise instant
messaging.

19. The apparatus for compiling performance reports as in
claim 16 wherein the exchanges further comprise chat
sessions.

20. The apparatus for compiling performance reports as in
claim 13 further comprising means for segregating exchanges
between the agent and client from other exchanges between
other agents of the plurality of agents and other clients
of the plurality of clients.

21. The apparatus for compiling performance reports as in
claim 20 wherein the means for segregating exchanges
between the agent and client from other exchanges between
other agents of the plurality of agents and other clients
of the plurality of clients further comprises means for

correlating an identifier of the agent and client with the transaction file.

22. The apparatus for compiling performance reports as in claim 21 wherein the means for correlating an identifier of the agent and client with the transaction file further comprises means for matching e-mail addresses of the agent and client to e-mail addresses within the transaction file.

23. The apparatus for compiling performance reports as in claim 13 further comprising means for segregating exchanges between the agent and client from other exchanges between the agent agent and the client.

24. The apparatus for compiling performance reports as in claim 23 wherein the means for segregating exchanges between the agent and client from other exchanges between the agent and client further comprises means for correlating a subject matter identifier field of the exchanges with a subject matter identifier of the transaction file.

25. An apparatus for compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents, such apparatus comprising:

a transaction processor adapted to open a transaction file for saving information about Internet exchanges between an agent of the plurality of agents and a client of the plurality of clients;

a measurement processor adapted to measure indicia of activity for the Internet exchanges between the agent and client;

a transaction file for collecting the measured indicia of activity; and

a reports processor adapted to compile a report based upon the transaction file.

26. The apparatus for compiling performance reports as in claim 25 further comprising an agent selection processor adapted to detect an initial contact between the agent and the client.

27. The apparatus for compiling performance reports as in claim 26 wherein the agent selection processor further comprises a prior contact list adapted for identifying prior contacts involving the client.

28. The apparatus for compiling performance reports as in claim 25 wherein the exchanges further comprise e-mail.

29. The apparatus for compiling performance reports as in claim 25 wherein the exchanges further comprise instant messaging.

30. The apparatus for compiling performance reports as in claim 25 wherein the exchanges further comprise chat sessions.